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USER PERCEPTION OF TECHNOLOGIES IN LIBRARIES

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ABSTRACT:

Information Technology is the collective term for various technologies involved in the processing and transmission of information. The various technologies like computer technology, barcode technology, RFID technology, CCTV technology, remote access technology etc. can be adopted in libraries to provide better services to the users. Manipal Academy of Higher Education, a premier higher education institute is striving hard to provide excellent library services to its stake holders. The adoption of various technologies to provide better library services is explained in the paper. An attempt is made to capture the user perception on IT applications in libraries.

Keywords: Information Technology, Research support services, User satisfaction.

1. Introduction:

Libraries are the nerve centers of any academic or research institution and they play a vital role by acting as knowledge centers, information centers and so on. Today's advanced information technology is enabling libraries to accomplish this immense task. Libraries can use Information and Communication Technology (ICT) as a tool for development of its digital content. The various technologies like computer technology, barcode technology, RFID technology, CCTV technology, remote access technology etc. can be adopted in libraries to provide better services to the users.

2. Review of literature:

Many studies were conducted to know the impact of Information Technology on libraries. Library automation is major step that any library can think off. Use of good library software will ease the work of both the library staff and the readers.

Manoj K. Joshi (2015)¹ has studied 12 university libraries of Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab and UT Chandigarh with special reference to ICT applications. He has found that all the libraries are providing OPAC search facility, online search facility for staff and users and many other IT-based services. Anna Kaushik (2015)² feels that website is a most efficient medium for imparting variety of information to the targeted users. The majority of NIT library websites are providing information about electronic resources and other IT-based services. Wasim Rahaman (2016)³ discussed three modern technology initiatives in the library i.e. Barcode, QR code and RFID.

3. Objectives of the study:

The main objective of this study is to examine the extent of use of IT in Central library of Manipal Institute of Technology, a constituent institute of MAHE. The other objectives of the study are:

- i) To understand the awareness level and comfort of users towards electronic resources subscribed by the library.
- ii) To know whether users are using modern technologies available in the library.

4. Methodology:

To collect the data for the study, survey methodology is used. A self-structured questionnaire was distributed to the students of Department of Science, MIT for analyzing the user satisfaction level.

4.1 Department wise distribution of respondents

The following table shows the sample of distribution of questionnaires to respondents. Questionnaires are given to all the students of all four departments.

Table : Department wise distribution of respondents

Departments	Responses	Percent(%)
MSc Chemistry	32	34.4
MSc Geology	8	8.6
MSc Mathematics	21	22.6
MSc Physics	32	34.4
Total	93	100.0

5 MIT CENTRAL LIBRARY: AN OVERVIEW

5.1 Manipal Academy of Higher Education (MAHE):

Manipal Academy of Higher Education is synonymous with excellence in higher education. Over 28,000 students from 57 different nations live, learn and play in the sprawling University town, nestled on a plateau in Karnataka's Udupi district. It also has nearly 2500 faculty and almost 10000 other support and service staff, who cater to the various professional institutions in health sciences, engineering, management, communication and humanities which dot the Wi-Fi-enabled campus.

5.2 Manipal Institute of Technology, Manipal (MIT):

The Manipal Institute of Technology (commonly known as MIT Manipal) is a constituent institute of MAHE that specializes in the fields of engineering and technology. MIT has 16 academic departments and runs undergraduate, postgraduate and doctoral level programs under each department. Established in 1957 in Manipal, Karnataka, India, MIT is one of the first self-financed colleges in India. Over the years, the institute has made a place amongst the most premier engineering colleges in the country.

5.3 Central library of Manipal Institute of Technology:

The central library of Manipal Institute of Technology is located in the heart of the institution and is therefore accessible to students at all times. The three-floors of library is fully air-conditioned and occupies a total area of about 70,000 square feet and can accommodate 950 users at a time. The library resources like books, both technical and general, journal, magazines and their back volumes, DVDs, standards, etc., are available for the use of staff members and the student community of the college with the able help of the library staff.



Fig.3 Central library of Manipal Institute of Technology

5.4 Resources available in central library, MIT:

The following table shows the brief statistics of resources available in central library, MIT.

Table : Resources of Central Library, MIT

Collection	Total as on 31-03-2019
Books	1,12,460
Book bank books	8513
SC/ST BB Books	1966
E-Books	40530
Journals (Print)	270
Online Journals	2750
Bound volumes	12029
CDROM	6050
Project reports	10633
Thesis (PhD)	162

6. Technologies used in MIT Central library:

The following technologies are in place:

- Library is fully automated using EASYLIB software/OPAC is available
- All the books, bound volumes, etc. are bar coded. Barcoded ID cards are issued to all library users.
- E-books, E-journals, e-standards are subscribed by the library.
- Remote access facility (Ezproxy) is available.
- CCTV technology is used for security and vigilance.
- Institutional Digital repository is built using E-prints software.
- Library web page is available for easy navigation.

7. Data analysis:

Microsoft Excel and Statistical Package for Social Science (SPSS) version 16.1 were used for data analysis, tabulation and graphical charts.

7.1 Usefulness of links in library portal

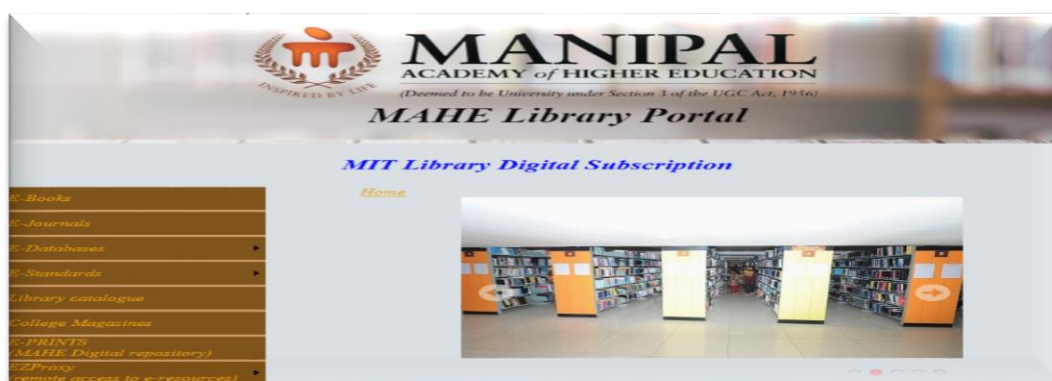


Fig Screenshot of MIT Library web page

When the respondents are asked about the usefulness of various links provided in the library portal they gave different opinions as tabulated below. The analyzed data reveals that majority of respondents (31.2%) are using e-journal links. E-books links are used by 29% of respondents. 24.7% respondents use e-question papers link, 21.5% used library catalogue. It is found that only 2.2% use e-databases links.

Table : Usefulness of links in library portal

Purpose	Responses		Percentage of responses
	Yes	No	
Library catalogue	20	73	21.5

E-books	27	66	29.0
E-journals	29	64	31.2
E-databases	2	91	2.2
Question paper	23	70	24.7

7.2 Preference for study

Table given below shows the response of the students surveyed about their preference towards various library resources. Majority (88.2%) of the respondents prefer books, followed by e-books 11.8%, e-journals 8.6% and 7.5% respondents prefer the journals.

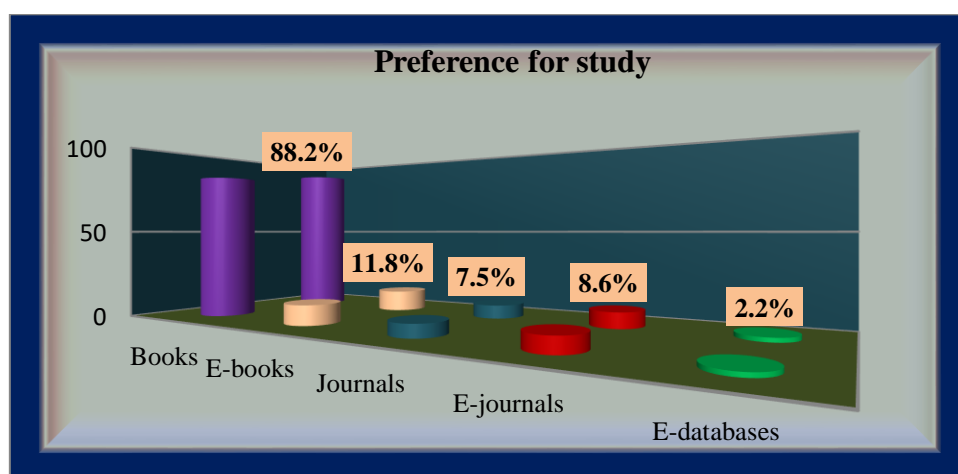


Fig 6.3 Preference for study

7.3 Usage of OPAC

OPAC is found to be a very useful tool for locating library resources. MIT Library has developed its OPAC using Easylib software. It is very user-friendly and there is option to search books, journals, bound volumes, project reports and other library databases. 51.6% respondents opined that OPAC is very useful.

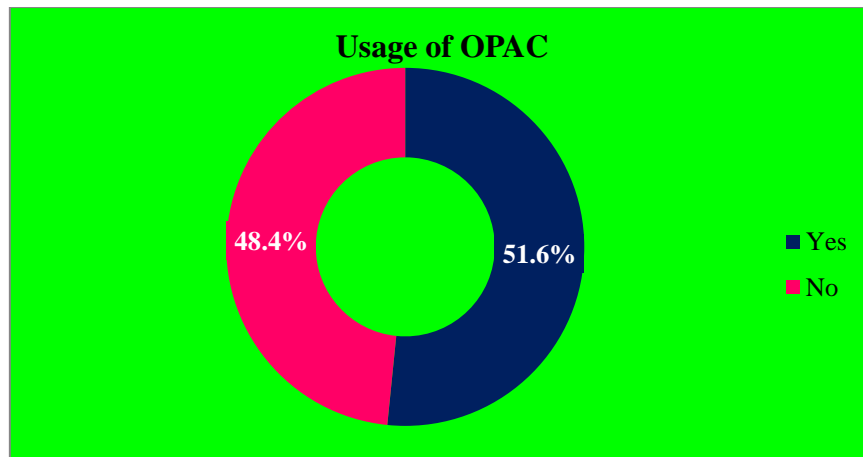


Fig 6.4 Usage of OPAC

7.4 Ease of Searching books after consulting OPAC



Fig 6.4 OPAC in MIT Library

The following figure shows that 46.2% of respondents opined that it is moderately easy to search books after consulting the OPAC. 43% said it is easy to search books after using OPAC.

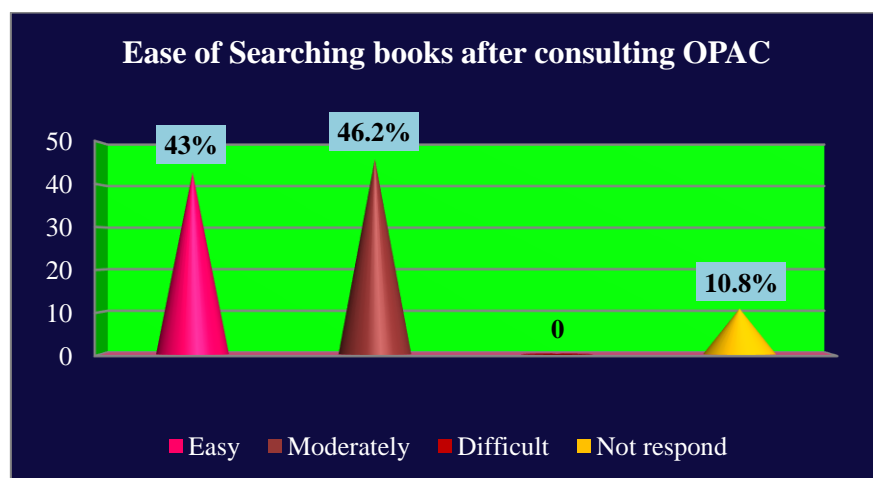


Fig 6.5 Ease of Searching books after consulting OPAC

7.5 Usefulness of Barcoded ID cards in issue process

MIT library has barcoded its collection of books and bar coded ID cards are issued to the borrowers.

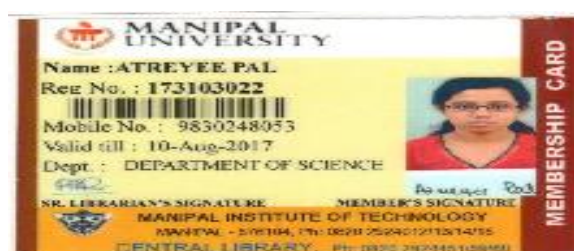


Fig. Barcoded ID card

The data tabulated below shows that majority of the respondents (95.7%) felt that barcoded ID cards have helped them in getting the library books issued very easily.

Table: Useful of Barcode ID card

Responses	Total No. of Responses	Percent (%)
Yes	89	95.7
No	4	4.3
Total	93	100

7.6 CCTV Technology/Good reading environment

MIT library uses CCTV technology as one of the security technologies. CCTV cameras are installed in the books stack, near the library entrance and in all the reading halls. This has helped in creating the good reading environment also.



Fig MIT Library: CCTV cameras in book stack

The table given below shows the responses of the participants about the CCTV Technology used in the library. 79.6% of the respondents felt that the CCTV technology has created a good reading environment in the library.

Table: CCTV technology/Good reading environment

Responses	Total No. of Responses	Percent (%)
Yes	74	79.6
No	19	20.4
Total	93	100

7.7 Usage of subscribed e-resources

MIT library subscribes many e-resources related to various branches of science and engineering. The following figure shows an increasing trend of usage of e-journals by the users of MIT library.

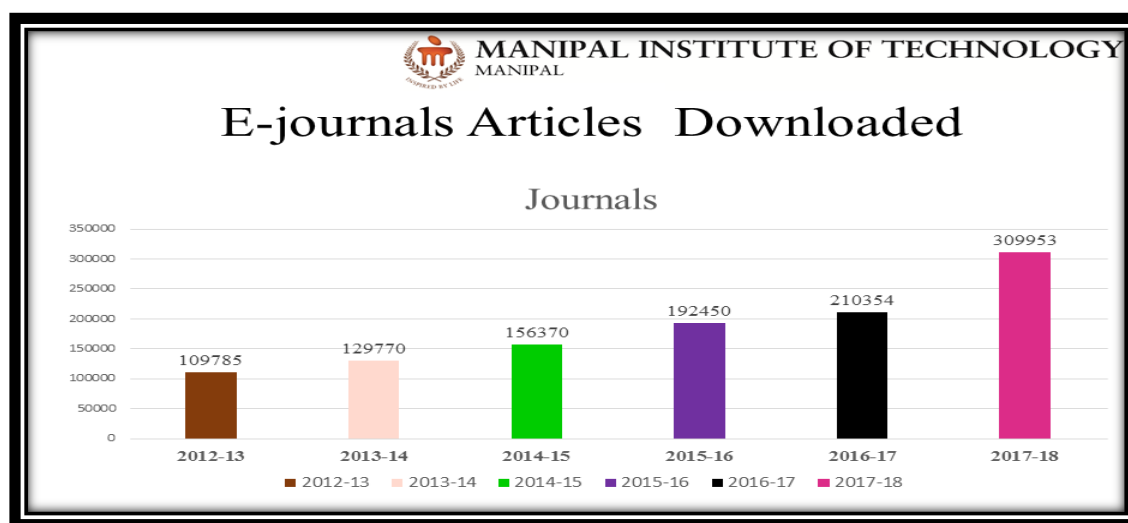


Fig. MIT Library: E-Journals usage statistics

7.8 Awareness about Remote access facility

To increase the usage of e-resources MIT library has adapted remote access technology. EZproxy software is used to offer remote access facility to the users. Library issues username and password to the patrons who want to avail this facility. After introducing this facility the usage of e-resources has been increased.

But the data analysis shows that majority (95.7%) of respondents are unaware about the remote access facility available in the library.

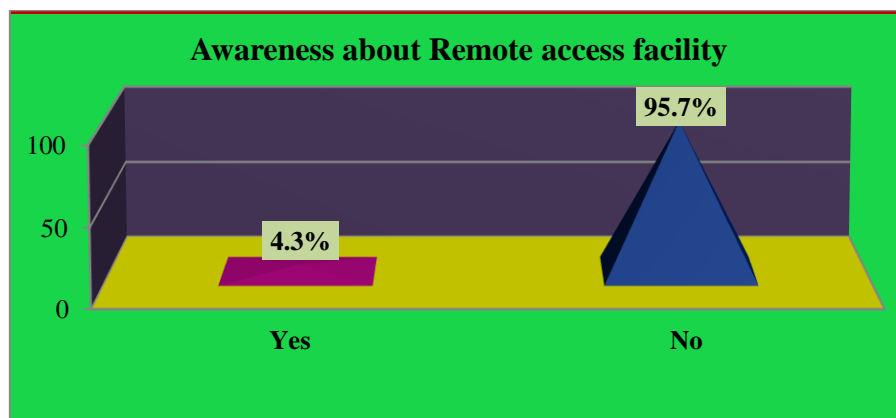


Fig : Awareness about Remote access facility

7.9 Comfort level in using print media vs. E-media

MIT library is becoming digital by subscribing many electronic resources. However it has a large collection of print resources also. The following table shows the comfort level of respondents with regard to print and electronic media. 20.4% of respondents are comfortable with both print and electronic media. However, only 6.5% of respondents are in favor of electronic media.

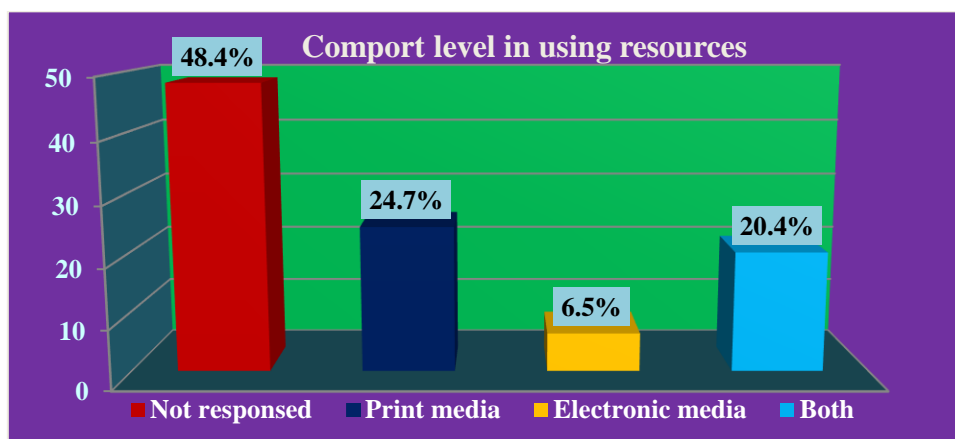


Fig 6.15 Comfort level in using print media vs. E-media

8. Summary and Findings

On the basis of the result of the survey, the following significant findings are identified.

- **Usefulness of links in library portal:** The analyzed data reveals that majority of respondents (31.2%) are using e-journal links when compared to E-books (29%) , e-question papers (24.7%)

- **Preference for study:** It is found that 88.2% of respondents preferred books as the most preferred resource to meet their information, followed by e-books (11.8%), e-journals (8.6%) and 7.5% respondents preferred the journals.
- **Usage of OPAC:** From the study it is revealed that majority of (51.6%) respondents are using the OPAC.
- **Easiness in searching book after consulting OPAC:** It is found that 46.2% respondents opined that it is moderately easy to search books after consulting the OPAC. 43% said it is easy to search books after using OPAC.
- **Usefulness of Barcoded ID cards in issue process:** The majority of the respondents (95.7%) felt that barcoded ID cards have helped them in getting the library books issued easily.
- **CCTV Technology/Good reading environment:** 79.6% of the respondents felt that the CCTV technology has created a good reading environment in the library.
- **Awareness about Remote access facility:** The data analysis shows that majority (95.7%) are unaware about the remote access facility available in the library.
- **Comfort in using print media vs. E-media:** In the survey an attempt is made to study the comfort level of respondents with regard to print and electronic media. 20.4% of respondents are comfortable with both print and electronic media. However only 6.5% of respondents are in favor of electronic media.

9. CONCLUSION

The e-resources which are the outcome of Information technology are definitely a boon to the readers. An attempt is made in this study to know the comfort level of PG students of Department of Sciences of MIT. 30% of the respondents are comfortable with electronic media. More awareness about the different technologies and facilities is required to improve the usage of the existing facilities.

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